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MAYOR

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November 2, 2011

Attorney General Martha Coakley  
One Ashburton Place  
Boston, MA 02108

Ann G. Berwick, Chair  
Department of Public Utilities  
One South Station  
Boston, MA 02110

Re: *N-Star Responses to Recent Storms*

Dear Attorney General Coakley and Chair Ann G. Berwick:

In an effort to improve N-Star's responsive efforts to power outages during storm or other events affecting electricity, the City of Newton is hereby seeking a Department of Public Utilities investigation and/or hearing regarding N-Star's recent performance after the October 30, 2011 storm and Hurricane Irene. There are four expectations for a municipality in any storm event in order to properly respond to citizen inquiries: (1) accurate information on the number and location of power outages; (2) priorities for restoration of service by location; (3) realistic timeframes for restoration of service; and (4) timely restoration of service. The only way to meet these expectations is for N-Star to provide a consistent live communications plan with regular updates. For example, the physical on-site presence of an N-Star liaison and outage locations and true estimates of power restoration. Such a plan would enable municipalities to best leverage their own resources, including fire, police, public works and tree crews, to ensure public safety.

Unfortunately, N-Star's performance during the recent storms missed the mark on all expectations, causing substantial strife to citizens of the City of Newton. Some specifics on each storm are telling.

In preparation for the recent October storm, on October 28, 2011, my office contacted our local N-Star representative who provided a "storm desk" phone number. On Sunday, October 30, 2011, my office attempted several phone calls to the "storm desk". Messages were left, but it took the representative four hours to get back to us. By Sunday afternoon, N-Star's representative reported that there were around 3,000 power outages in Newton, and the estimated time for restoration of service was between 5:00 and 9:00 p.m. that evening. Later

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Ann G. Berwick, Chair, Department of Public Utilities  
November 2, 2011  
Page 2

that evening, my office again called the "storm desk." While we reached a live operator, she was unable to tell us when power would be restored, and told us to contact our representative. The N-Star representative finally advised that half the citizens without power would likely not be restored until Monday. Around 9:00 p.m., I spoke to an operator at the "storm desk" who was unable to provide even a general estimate of when power would be restored.

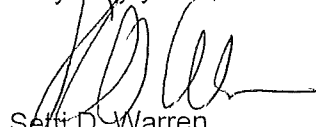
Monday fared no better. My office contacted the N-Star representative in the morning who advised that power was expected to be restored to all residents by Tuesday afternoon. N-Star's website now indicates that power will be restored by Wednesday evening.

Hurricane Irene provides another example of missed expectations. The storm hit on August 28, 2011. The estimated time for full restoration of power was initially one day after the storm hit. The deadline was repeatedly pushed back. Many residents remained without power until September 2, 2011.

The City of Newton is therefore requesting an investigation and/or hearing regarding N-Star's response to the October 30, 2011 storm and Hurricane Irene. I have personally reached out to Mr. May of N-Star by telephone and letter several times concerning N-Star issues. He has never responded.

I look forward to hearing from you.

Very truly yours,



Seth D. Warren  
Mayor

cc: Governor Deval Patrick  
Richard Sullivan, Secretary of Executive Office of Energy  
and Environmental Affairs  
Thomas May, President and CEO, NSTAR  
Alderman Scott Lennon, President of the Board of Aldermen, City of Newton  
Alderman Cheryl Lappin, City of Newton  
Ruth Balser, State Representative  
Kay Khan, State Representative  
John Lawn, State Representative  
Cynthia Stone Creem, Senator